

Dear Reader,I am extremely concerned about the "rubber stamp" process that is now taking place for the State of Hawaii's Telecommunications Relay Service.

Hawaii's PUC is requesting Re-Certification of the state's relay service without any improvements, measurable results or changes in what is currently a deplorable relay service.

To understand the dire situation of this matter, one needs to actually use the relay service. I encourage each of you, prior to casting your vote of approval, to use the state's relay service to understand the lack of professionalism, poor typing speed, and the lack of an operators ability to relay a simple outgoing message on a voice answering machine.

The state does not have a consumer advisory board, which nearly every state in the United States has today. A state without a consumer driven advisory board is one who surely will lack in providing quality service to everyone.

In addition, the state does not offer video relay service. This is something that the state should offer to it's consitutents as a viable option for telecommunication access.

I strongly request you do NOT approve the state of Hawaii's request for Re-certification WITHOUT an open bid process for other telecommunicaiton vendors to offer providing the state of Hawaii with the best, quality relay service that they can get.

Mahalo,
Larry Littleton